

**Disaster Assistance Employee (DAE)
Position Description for Joint Field Office (JFO) assignment
Hazard Mitigation Disaster Recovery Center (DRC) Advisor**

Major Duties And Responsibilities:

- Advises applicants and works with diverse individuals and businesses on applicable hazard mitigation (risk reduction) promoting rebuilding techniques and measures that will prevent or reduce losses from future disasters
- Provides the opportunity for applicants to tell their story and problem solve.
- Disseminates hazard mitigation information verbally and through the distribution of brochures, booklets and fact sheets.
- Provides mitigation advice and guidance in accordance with current policies and directions
- Consults with National Flood Insurance Program (NFIP) experts and informs applicants about terms and availability of flood insurance through the NFIP. Emphasizes need and low cost of flood insurance and provide information regarding the toll-free insurance hotline. Assists applicants in determining their insurance company and policy numbers.
- Informs an applicant of the help available for communities to assist individuals in implementing mitigation projects through the Hazard Mitigation Grant Program (HMGP) and provides contact information for other agencies that may assist applicant to reach a solution.
- Reports and logs pertinent information gleaned from the applicant interviews and other sources and obtains information to fully assess applicant's situation, concerns, and hazard mitigation opportunities.
- Responds to the Disaster Recovery Center (DRC) Manager for administrative tasks when working in a DRC, and reports to the Hazard Mitigation DRC supervisor for programmatic/operational responsibilities.
- Confirms contents of DRC/Outreach publications packet and reviews publications for timeliness, adherence to State's strategies, policies, and priorities, and proper demographic representation
- Coordinates with the DRC/Outreach Team Leader, DRC Manager and Small Business Administration (SBA) representative to ensure routing of applicants to the Mitigation desk and setup effective work area
- Utilizes displays and models and maintains publications inventory to illustrate mitigation techniques with the assistance of the Technical Services Group
- Obtains local relevant information and disaster summaries from the DRC Coordinator to adapt hazard mitigation information to local needs.
- Obtains information on State and local land use regulations, local building codes, and practices within the assigned coverage area to ensure consistent hazard mitigation message.
- Submits items as appropriate for Situation Reports.
- Complies with Privacy Act requirements and all health, safety, security, and operational policies within the DRC.

Knowledge, Skills, Abilities and Experience Required:

- Ability to learn about FEMA hazard mitigation and insurance programs', policies and operations and apply the information to individual needs.

- Basic knowledge of roles and responsibilities of other Federal and State agencies, public and private businesses, and volunteer organizations in disaster recovery activities is desirable.
- Utilization of available video, visual aids, and publications to familiarize individuals with assistance available and how to access.
- Experience as homeowner, business owner or contractor in the building process at the local level.
- Basic knowledge of standard residential construction practices is desirable.
- Basic knowledge permitting process and code enforcement is desirable.
- Effective oral and written communication skills.
- Expert customer service skills.
- Ability to translate technical information to non-technical audience's abilities.
- Ability to obtain information, assess needs and provide relevant, current and accurate information.
- Possesses working interpersonal skills with ability to actively listen and empathize.
- Ability to provide customer service, under pressure, in challenging locations and adapt.
- Makes logical and mission oriented decisions and readily accepts responsibility for actions.
- Proficiency with PC-based computers and associated Microsoft Office® software.